BACON SUCCESS STORY
2022

BACON UNLIMITED + RAND WORLDWIDE

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#TailsFromTheCrisp / #BaconSuccessStory

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CLIENT SUMMARY

Rand Worldwide is one of the world's leading providers of technology solutions and professional services to the engineering community, targeting organizations in the building, infrastructure, and manufacturing industries. The IT department, as part of the parent company, supports over 500 employees in more than 35 locations across North America.

Rand Worldwide is a leading provider of technology solutions and professional services to innovative engineering and design companies around the globe.

CHALLENGE

The Rand IT department had several issues they were hoping to fix. During the pandemic, many of the company's employees started working from home, so it became more difficult to control endpoint compliance such as locking down USB ports to non-storage devices. Rand IT also had to make sure employees were only using licensed software and there wasn't a good way for the IT team

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to have a full inventory of software to ensure compliance. Remote control was also a challenge because they were using several utilities—some of the staff systems worked with one remoting tool, others were using a different one—but not only were they inconsistent, they were expensive to purchase and none of them was as secure as they needed to be. "We had a lot of problems. We had no way to keep everything going or a secure method to do the remote work. But we also needed to keep the endpoints on the domain and get them the applications and resources they needed," said Jeff Catalucci, Senior Systems Engineer.

SOLUTION—BACON UNLIMITED!

The IT team at Rand Worldwide began researching software to help with their issues. "Solutions can be very expensive and we were grappling with this," said Spencer Furey, Senior Manager, Information Technology. Catalucci added, "We saw Bacon and within 30 minutes, we knew this is what we needed." Bacon Unlimited gave them the ability to install software, manage critical Windows updates, perform secure remote control, deploy group policies, plus maintain an inventory of software on all endpoints. Prior to Bacon, Catalucci estimates that it would have taken them four to five utilities to do what Bacon does with a flip of a switch.

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RESULTS

Bacon has created a huge impact on the IT team at Rand Worldwide. Having one major tool instead of many has freed up some time, plus it's easy to use and the staff just has to go to one portal to do everything. "It's a time saver and a huge cost reduction," Furey said. Catalucci's favorite thing about Bacon is being able to access any laptop, see what they have installed and help them remotely when necessary.

"I also love how easily you can install or uninstall anything and how easy it is to make dynamic groups. This allows me to create a bunch of different systems I need to look at or maybe remove something," Catalucci said. The IT department can now easily control all endpoints, including those working from home and ensure that all software is licensed. Bacon has also assisted them with NIST and CMMC compliance by allowing for the implementation and continuous monitoring of controls. This has increased their confidence that all their systems are secure. "But the biggest takeaway for us at the end of the day is immediate access to support and professional customer relations," Furey said. "Anytime something is wrong, it's fixed with great expediency." ∎

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